MLS Feedback Survey 2010

What is the purpose of this survey?

The purpose of this brief survey is to find out more about you and others who work on the MLS program, so that we can develop effective workshops for the annual training conference, as well as plan other activities to better meet your needs.

We estimate it will take an average of 30 minutes to complete this form.

If you have comments regarding any aspect of this survey please send them to Bureau of Labor Statistics (1220-0168), 2 Massachusetts Avenue, NE, Washington DC 20212. You are not required to respond to a collection of information unless it displays a currently valid OMB control number. This survey is being collected under OMB No. 1220-0168 which expires on August 31, 2012.

Thank you for contributing to this important effort! We appreciate your hard work.

If you have problems completing this questionnaire, please contact Brandon Kopp (202-691-7514), Kopp_B@BLS.gov.

This survey is being administered by surveymonkey.com and resides on a server outside of the BLS Domain. The BLS cannot guarantee the protection of survey responses and advises against the inclusion of sensitive personal information in any response.

Your role in MLS

1. Which of the following best describes your MLS role in your office? I am …

- The only MLS analyst
- One of a team of MLS analysts
- A backup MLS analyst
- An MLS supervisor
- Other (Please describe your role below)

Please describe your role in MLS

2. Do you also work on the LAUS program?

- Yes
- No

3. Do you work on any other BLS programs?

- Yes (Please describe below)
- No

What other programs do you work on?

4. How long have you worked on the MLS program?

- 0 to 12 months
- 13 to 24 months
- 25 to 59 months
- 60 to 119 months
- 120 months or more

Training

5. What training (OJT or formal) have you received for MLS? (Mark all that apply)

  ⊖   MLS Annual Training Conference

  ⊖   MLS Overview training

  ⊖   On-the-job training (OJT)

  ⊖   Training provided by BLS Regional Office staff

  ⊖   Other - Please describe the training in the space below

What was the training?

Training you need

6. What training do you feel you need? (Mark all that apply)

- UI system and procedures

- PROMIS

- WinMLS

- Employer interview

- Editing and reviewing MLS data

- Preparing news releases and other analyses

- Other - Please describe the training in the space below

What training would you like?

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UI Data

7. Are you responsible for the development of UI data for MLS, through either PROMIS or your legacy UI system?

jn Yes, through PROMIS (please describe what you do below)

jn Yes, through legacy system (please describe what you do below)

jn No

What do you do?

Use of PROMIS

8. How do you use PROMIS?

- To analyze the characteristics of claimants in my State

- To generate MLS inputs

- To regularly review the output from the PROMIS system before input to WinMLS

- Other uses (Please describe in space below)

- NOT approved to use PROMIS

Other uses (please describe)

Use of Legacy System

9. How do you use your legacy system?

    ∈   To analyze the characteristics of claimants in my State

    ∈   To generate MLS inputs

    ∈   Other uses (Please describe in space below)

    ∈   We use PROMIS (i.e., we do not use a legacy system)

Other uses (please describe)

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Most Difficult Tasks

10. What tasks generally take the most time during a typical month's activities? (Mark all that apply)

- Developing and editing UI input data

- Maintaining WinMLS

- Preparing for employer interviews

- Finding a knowledgeable MLS respondent

- Conducting the employer interview

- Entering the interview data in WinMLS

- Reviewing monthly MLS data

- Reviewing quarterly MLS data

- Other (please describe)

What other tasks take the most time?

5
6

MLS activities

11. Using the following 10-point scale, please rate each of the following aspects of the MLS program in terms of difficulty, where 1=Not at all difficult and 10=Very Difficult.

	Not at all difficult 1	2	3	4	5	6	7	8	9	Very difficult 10
Developing and editing UI input data	○	○	○	○	○	○	○	○	○	○
Maintaining WinMLS	○	○	○	○	○	○	○	○	○	○
Preparing for employer interviews	○	○	○	○	○	○	○	○	○	○
Finding a knowledgeable MLS respondent	○	○	○	○	○	○	○	○	○	○
Conducting the employer interview	○	○	○	○	○	○	○	○	○	○
Entering the interview data in WinMLS	○	○	○	○	○	○	○	○	○	○
Reviewing monthly MLS data	○	○	○	○	○	○	○	○	○	○
Reviewing quarterly MLS data	○	○	○	○	○	○	○	○	○	○
Other (Please specify)	○	○	○	○	○	○	○	○	○	○

What other tasks do you find difficult?

Reaching knowledgeable respondents

12. When you call employers, how often do you encounter problems reaching a knowledgeable respondent?

jn Always or almost always

jn Often

jn Sometimes

jn Seldom

jn Never or almost never

Number of Contact Attempts

13. After you encounter one of the outcomes shown below, how many additional times do you attempt to reach an employer before coding the case as a <u>non-contact</u>?

	0	1	2	3	4	5 or more
Phone rings but no one answers and no voice-message option	jn	jn	jn	jn	jn	jn
Phone rings, no one answers, but I leave a voice message	jn	jn	jn	jn	jn	jn
Phone rings, person answers, says someone will call back but no one does	jn	jn	jn	jn	jn	jn

Please describe other situations

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Preemptive MLS Employer Contacts for Known Closures

14. When you have reliable information that an establishment is about to close down, you are directed to call the employer to gather MLS data before the end of the normal 30-day waiting period. Have you made such calls?

jn Yes

jn No

jn I do not conduct MLS interviews

No Calls Made Before 30 Day Waiting Period

15. Why haven't you made calls before the end of the 30-day waiting period when you have reliable information that an establishment is going to close down?

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16. How successful were you when you made these calls?

ⁿ Always established contact

ⁿ Established contact half or more than half of the time

ⁿ Established contact less than half of the time

ⁿ Was not successful

ⁿ No early contacts

17. Have you encountered any situations where a respondent says that a layoff has not occurred even though you have evidence to the contrary?

jn   Yes - Please describe the situation in the space below

jn   No

Please describe a situation when this occurred

Use of Official Company Websites

18. When you are unable to make contact with an employer after repeated attempts, you are directed to gather MLS relevant information from the official company website. Have you obtained and entered data on a layoff from company websites?

   jn   Yes

   jn   No

   jn   I don't conduct MLS interviews

No - Did Not Gather Data from Company Website

19. Why have you not gathered MLS-relevant data from company websites?

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Type of information collected from official websites

20. What specific information/data about layoff events have you collected from official websites? (Mark all that apply)

- The start and end dates of the layoff

- The number of employees separated

- The length of time that employees would be laid off

- The economic reason(s) for the layoff

- The business functions that had been performed by laid-off workers

- Pre-layoff employment numbers

- Whether the establishment would remain open or close down

- Whether there would be a recall of workers, and when

- An anticipated recall date of laid-off employees

- Information/data on movement-of-work

- Company websites did not include the above information

- All contact information was obtained by phone

- Did not use company websites when contact was unsuccessful

News Releases

21. Does your State release MLS data? (Mark all that apply)

- Yes (monthly, news release or Web)

- Yes (quarterly, news release or Web)

- Yes (annually, news release or Web)

- Yes (special studies or analysis)

- No

- Don't know

Work on News Release

22. Do you write, review or edit the MLS data release, or portions of it?

jn Yes (Please describe what you do in the space below)

jn No

What do you do?

Other Support

23. Do you provide other MLS analytical materials or support to senior staff or other departments within your State?

jn   Yes (Please describe the information or support you provide below)

jn   No

What kind of information do you provide?

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Job Aids

24. Job aids are short references (up to a few pages), such as checklists, which have been developed to help you perform your job better. Are there any additional job aids that you would like the BLS to develop for you?

jn Yes - Please describe in the space below

jn No

jn Don't know

Please describe additional job aids you would like BLS to develop

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WinMLS & Managerial Data

25. The BLS National Office has modified WinMLS to incorporate managerial data, do you make use of these data?

jn Yes

jn No

Use Managerial Data in WinMLS

26. Please give some examples of how you use the managerial data.

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Do Not Use Managerial Data in WinMLS

27. Why don't you use the managerial data?

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WinMLS & Data On All Claims

28. The BLS National Office has modified WinMLS to incorporate data on all claims, do you make use of these data?

jn Yes

jn No

Use "All Claims" Data in WinMLS

29. Please give some examples of how you use the all claims data.

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Use "All Claims" Data in WinMLS

Do Not Use "All Claims" Data in WinMLS

30. Why don't you use the all claims data?

Possible Discussion Topics for the Employer Interview Workshop

31. We hope to include another discussion at this year's training conference where you will have the opportunity to discuss a variety of topics with a group of experienced State Analysts.

Please rank the topics below in terms of their interest to you. Also, please feel free to add any additional topics that you would like to see included.

	Not interested	A little interested	Moderately interested	Interested	Very interested	No opinion
Strategies for reaching knowledgeable employers	jn	jn	jn	jn	jn	jn
Tough questions that employers ask, and how to answer them	jn	jn	jn	jn	jn	jn
Types of reluctant or uncooperative employers, and how to deal with them	jn	jn	jn	jn	jn	jn
Suggestions for managing your time and scheduling your calls	jn	jn	jn	jn	jn	jn
Strategies for maintaining your motivation	jn	jn	jn	jn	jn	jn
"Lessons learned" (good and bad) while calling employers	jn	jn	jn	jn	jn	jn
Suggestions for improving procedures or your job, in general	jn	jn	jn	jn	jn	jn

Other (please specify)

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General Comments

32. This is the last question, and your opportunity to comment about any aspect of the MLS program.